

General Service Bulletin (GSB):	Instrument Panel Cluster Mask / Lens Warranty
GSB Overview:	Information on warrantable vs non-warrantable conditions along with proper cleaning procedures and how to order replacement displays
NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, Work Shop Manual (WSM) procedures or technical training or wiring diagram information.	

This GSB includes information on the following topics:

- **Proper cleaning procedures of the Instrument Panel Cluster Lens**
- **Warrantable and non-warrantable conditions**
- **How to order a replacement Instrument Panel Cluster / Mask / Lens**

IPC Mask / Lens Warranty Coverage

Cleaning the Mask / Lens

Cleaning:

Refer to the Owner Manual for vehicle specific cleaning procedures. Damage to the Mask / Lens can be induced if the proper cleaning procedure is not being followed, such as using spray-type glass cleaning products.

- Use a clean, soft cloth such as one used for cleaning glasses.
- Do not pour or spray alcohol onto the Mask / Lens.
- Do not use detergent or any type of solvent to clean the Mask / Lens.

Repairs That Are Not Warrantable

Per warranty policy, screens with indications of non-warrantable damage such as:

- Accidents or objects striking the screen
- Theft, vandalism, fire or explosion
- Using contaminated or improper cleaning fluids
- Customer-applied chemicals or accidental spills
- Cracks/Distortion due to devices or objects being attached to the display
- Damage caused by Alterations/Modifications

Refer to the Ford Warranty & Policy Manual for any questions.

See attached pictures for reference:

IPC Mask / Lens Warranty Coverage

EXAMPLES OF MASK / LENS ISSUES THAT ARE NON-WARRANTABLE



Figure 1



Figure 2

**Damage due to improper cleaning solutions or liquid spills
(Figures 1 & 2)**

IPC Mask / Lens Warranty Coverage

EXAMPLES OF MASK / LENS ISSUES THAT ARE NON-WARRANTABLE



Figure 3



Figure 4

Damage due to improper cleaning (Figures 3 & 4)

IPC Mask / Lens Warranty Coverage

EXAMPLES OF MASK / LENS ISSUES THAT ARE NON-WARRANTABLE



Figure 5



Figure 6

**Damage due to excessive force or impact to the Mask / Lens
(Figures 5 & 6)**

IPC Mask / Lens Warranty Coverage

EXAMPLES OF MASK / LENS ISSUES THAT ARE NON-WARRANTABLE

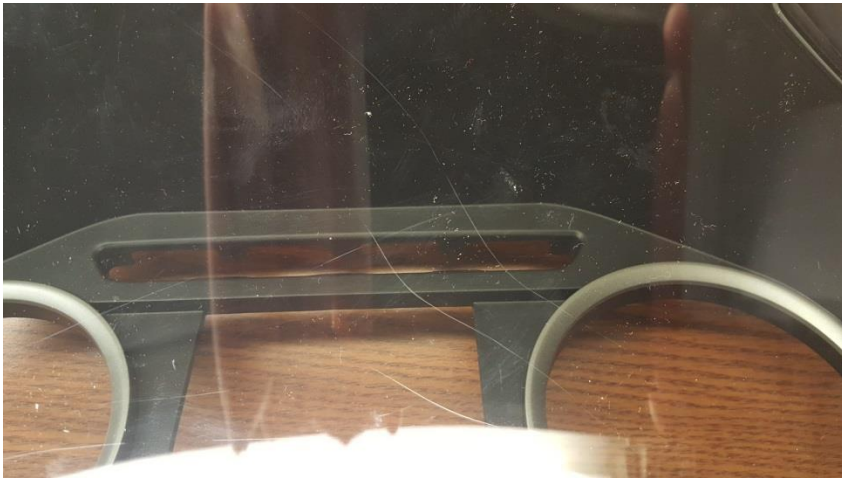


Figure 7



Figure 8

Damage due to scratches on the Outside Surfaces (Figures 7 & 8)

IPC Mask / Lens Warranty Coverage

EXAMPLES OF MASK / LENS ISSUES THAT ARE WARRANTABLE

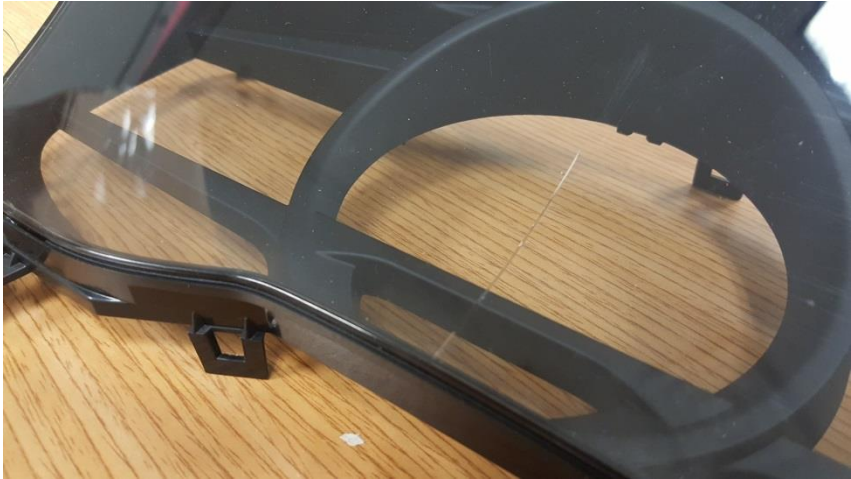


Figure 9



Figure 10

**Cracked Mask / Lens and Scratches on the Inside Surface
(Provided no non-warrantable damage, modifications or tampering is evident)**

(Figures 9 & 10)

IPC Mask / Lens Warranty Coverage

Ordering Process Using Ford Catalog Advantage

- Log into PTS using a VIN
- Click on “Parts Catalog” under the Workshop tab and enter the Lens/Mask base part number of “10890” in the “Search” field and hit “Go”
- The correct lens/mask part number will be displayed in the “Search Results” field

The screenshot displays the Ford DMS (Dealer Management System) interface. The top navigation bar includes links for DMS, Home, Find Price, Bookmark, Links, Settings, Support, and About. The main content area is titled "Textual Search" and "Shopping". On the left, there are sections for "SET VEHICLE" (by VIN and by Model) and "Configuration Settings" (Vehicle Line, Positive Territories, Engine Type, Transmission, Air Conditioning, Cab Style, Drive, Series, Final Drive Ratios, Exterior Paint, Interior Environment, Interior Fabric). The "Search TUB Explorer" section shows a search for "10890" with a "Go" button. Below this, the "VIN Results" section shows a table with one result: "10890" with a description of "Mask" and a section of "05D Instrument Cluster, 2016/ From: 07/06/2015 ; High Instrumentation". At the bottom, there is a "Search Results" section with a table showing the part number "G85Z-10890-E" with a price of "11.90".

Callout No.	Description	Section
10890	Mask	05D Instrument Cluster, 2016/ From: 07/06/2015 ; High Instrumentation

SPN	Motorcraft	Application Info	Model Year	Price
G85Z-10890-E		From: 07/06/2015 2016/	2016/	11.90